

Provider Certification Review Supported Employment Long Term Follow Along 1.1.14

Identifier	Domain	Weight	QA/QI	Indicator	Intent
CQ.1	1	5	QA	Do the staff and the organization promote an environment that respects the person and treats them in a dignified manner?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to respect and dignity. This includes, but may not be limited to the following DDS policies and procedures: ISP, Human Rights, IMEU, and DSP training.
CQ.2	1	3	QA	Is the person's right to privacy acknowledged and practiced?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to respect and privacy. This includes, but may not be limited to the following DDS policies and procedures: ISP, Human Rights, IMEU, and DSP training.
CQ.3	1	3	QA	Is the person and/or their representative aware of actions they can take if they feel they have been treated unfairly, have concerns or are displeased with the services being provided?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to rights and choice. This includes, but may not be limited to the following DDS policies and procedures: ISP, Human Rights, IMEU, Internal Resolution and DSP training.
CQ.25	1	3	QA	Is the person and/or their representative able to communicate and/or demonstrate their rights as a consumer of waiver services?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to rights. This includes, but may not be limited to the following DDS policies and procedures: ISP, Human Rights, IMEU, Internal Resolution, DSP training and Waiver Service Rules.
CQ.A	1	0		Does the person exhibit behaviors/symptoms that would benefit from the implementation of a BSP?	
CQ.A.1	1	3	QA	If needed, has a BSP been developed or is one currently under construction?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to BSP development. This includes, but may not be limited to the following DDS policies and procedures: ISP, Human Rights, IMEU, Behavior Support, DSP training and Waiver Service Rules.

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CQ.A.2	1	5	QA	If there is a BSP, does it meet the requirements set forth in DDS policy?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to BSP development. This includes, but may not be limited to the following DDS policies and procedures: ISP, Human Rights, IMEU, Behavior Support, DSP training and Waiver Service Rules.
CQ.A.3	1	5	QA	If there is a BSP, is it monitored for progress or need for revision?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to BSP monitoring. This includes, but may not be limited to the following DDS policies and procedures: ISP, Human Rights, IMEU, Behavior Support, DSP training and Waiver Service Rules.
CQ.B	1	0		Does the BSP contain restrictive components?	
CQ.B.1	1	3	QA	If there is a BSP, is there evidence the BSP has been reviewed and approved by the agency HRC?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to BSP implementation and human rights. This includes, but may not be limited to the following DDS policies and procedures: ISP, Human Rights, Restrictive Control Review Committee, IMEU, Behavior Support, DSP training and Waiver Service Rules.
CQ.B.2	1	3	QA	If there is a BSP, is there written evidence the BSP being implemented has been approved by the person and/or their guardian?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to BSP implementation and human rights. This includes, but may not be limited to the following DDS policies and procedures: ISP, Human Rights, Restrictive Control Review Committee, IMEU, Behavior Support, DSP training and Waiver Service Rules.

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CQ.B.3	1	3	QA	If there is a BSP, is there written evidence the BSP being implemented has been approved by the person's interdisciplinary team?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to BSP implementation and human rights. This includes, but may not be limited to the following DDS policies and procedures: ISP, Human Rights, Restrictive Control Review Committee, IMEU, Behavior Support, DSP training and Waiver Service Rules.
CQ.B.4	1	3	QA	Did the provider complete all action steps to ensure approval by the DDS RCRC?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to BSP implementation and human rights. This includes, but may not be limited to the following DDS policies and procedures: ISP, Human Rights, Restrictive Control Review Committee, IMEU, Behavior Support, DSP training and Waiver Service Rules.
CQ.C	1	0		Was an emergency use of a restricted control used with the person in the past year?	
CQ.C.1	1	5	QA	If there was an emergency use of a restrictive control, was it reported per current DDS policy?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the emergency use of restrictive controls. This includes, but may not be limited to the following DDS policies and procedures: Human Rights, Restrictive Control Review Committee, IMEU, and Behavior Support.
CQ.C.2	1	5	QA	If there was an emergency use of a restrictive control, was the incident reviewed by the person's team in accordance with current DDS policy?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the emergency use of restrictive controls. This includes, but may not be limited to the following DDS policies and procedures: Human Rights, Restrictive Control Review Committee, IMEU, and Behavior Support.
CQ.4	2		QI	Does the person currently feel safe and protected while receiving services from this provider?	The intent of this QI indicator is to measure if the provider has initiated practices that go beyond providing basic human care for the person and incorporates community best practice principles and standards in relation to what makes a person feel safe.

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CQ.5.12	2	3	QA	Does the person know what to do and where to go in the event of an emergency and is it consistent with the written individualized emergency plan and in accordance with current DDS standards?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to individuals being safe during times of emergencies. This includes, but may not be limited to the following DDS policies and procedures: Waiver service rules and the Fire and Natural disaster Policy and Procedures.
CQ.26	2	5	QA	Is there written evidence that each direct support staff that works with the person has received person specific training on all current documents, information and required supports relevant to the service being provided?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to staff training. This includes, but may not be limited to the following DDS policies and procedures: Waiver service rules, Health and Wellness Standards and the DSP Training Policy and Procedures.
CQ.27	2	5	QA	Are the Direct Support staff and their supervisors able to demonstrate competency in person specific training through conversation and actions?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to staff competency. This includes, but may not be limited to the following DDS policies and procedures: Waiver service rules, Health and Wellness Standards, BSP policy and Procedures, Fire and Natural Disaster Policy and procedure, IMEU Policy and Procedures, and the DSP Training Policy and Procedures.
CQ.D	2	0		Does the person have an identified need to use adaptive equipment or durable medical supplies?	
CQ.D.1	2	5	QA	Is the adaptive equipment or durable medical supplies in good repair?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to adaptive equipment. This includes, but may not be limited to the following DDS policies and procedures: Health and Wellness Standards and Utilization of Local Dollars for Adaptive Equipment Policy and procedure.

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Identifier	Domain	Weight	QA/QI	Indicator	Intent
CQ.D.2	2	5	QA	Do staff know how to support the person in using the adaptive equipment or durable medical supplies?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to adaptive equipment. This includes, but may not be limited to the following DDS policies and procedures: Waiver service rules, Health and Wellness Standards, Fire and Natural Disaster Policy and procedure, Utilization of Local Dollars for Adaptive Equipment Policy and procedure, and the DSP Training Policy and Procedures.
CQ.D.3	2	5	QA	Does the person use the adaptive equipment or durable medical supplies to meet the prescribed need?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to adaptive equipment. This includes, but may not be limited to the following DDS policies and procedures: Health and Wellness Standards, Fire and Natural Disaster Policy and procedure, Utilization of Local Dollars for Adaptive Equipment Policy and procedure, and the DSP Training Policy and Procedures.
CQ.E	2	0		Has the person been the subject of an allegation of abuse, neglect, exploitation, or the recipient of a serious injury, within the past year with this provider?	
CQ.E.1	2	5	QA	If the person been the subject of an allegation of abuse, neglect, exploitation, or the recipient of a serious injury, within the past year with this provider were steps taken to protect the person while the investigation was taking place?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to protecting people who have been the subject of an allegation of abuse, neglect, exploitation, of the recipient of a serious injury. This includes, but may not be limited to the following DDS policies and procedures: IMEU Policy and procedures.

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CQ.E.2	2	5	QA	If the investigation of the SRI was substantiated, were remedies put in place to avoid reoccurrence?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to protecting people who have been the subject of an allegation of abuse, neglect, exploitation, of the recipient of a serious injury. This includes, but may not be limited to the following DDS policies and procedures: IMEU Policy and procedures.
CQ.K	3	0		Is the person currently receiving Residential Habilitation, Supported Living or Host Home services? If yes, answer CQ.K.1 and CQ.K.2	
CQ.K.1	3	3	QA	If the person has health concerns, does the HCMP address those concerns?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to people's health. This includes, but may not be limited to the following DDS policies and procedures: Health and Wellness Standards Policy and the Health and Wellness Standards.
CQ.K.2	3	3	QA	Is a current health passport that meets the requirements of the Health & Wellness Standards in the person's file?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to people's health. This includes, but may not be limited to the following DDS policies and procedures: Health and Wellness Standards Policy and the Health and Wellness Standards.
CQ.K.4	3	5	QA	Are protocols listed on the HCMP being implemented by all staff?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the implementation of a HCMP. This includes, but may not be limited to the following DDS policies and procedures: Health and Wellness Standards Policy and the Health and Wellness Standards.

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CQ.7	3	3	QA	If the person takes medication that has side effects which could potentially affect their active participation in services, are staff aware of the side effects?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to people's health. This includes, but may not be limited to the following DDS policies and procedures: Health and Wellness Standards Policy and the Health and Wellness Standards, DSP Training Policy.
CQ.8	3	5	QA	If the person has health concerns that may impact the service, are staff aware of those concerns and able to explain the process for reporting?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to people's health. This includes, but may not be limited to the following DDS policies and procedures: Health and Wellness Standards Policy and the Health and Wellness Standards, DSP Training Policy and the IMEU Policy and Procedure.
CQ.9	3	5	QA	If the person has restricted mobility needs through the use of a wheelchair or other medical equipment, is there a clear and consistent plan for its use regarding positioning, and physical transfers, when equipment should be worn, etc.?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to people's health that have limited mobility. This includes, but may not be limited to the following DDS policies and procedures: Health and Wellness Standards Policy and the Health and Wellness Standards.
CQ.11	3	5	QA	Are the staff that work with the person able to identify typical behaviors or habits of the person in order to detect any changes that need to be reported to the primary care giver?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to changes in peoples health. This includes, but may not be limited to the following DDS policies and procedures: Health and Wellness Standards Policy and the Health and Wellness Standards.
CQ.F	3	0		Is the person prescribed psychotropic medications?	

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Identifier	Domain	Weight	QA/QI	Indicator	Intent
CQ.F.1	3	3	QA	Is there an easy to understand information sheet for all psychotropic medications available to all staff that describes the potential side effects and potential adverse drug interactions that may occur from use of the medication?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the use of psychotropic medications. This includes, but may not be limited to the following DDS policies and procedures: Health and Wellness Standards Policy and the Health and Wellness Standards.
CQ.G	3	0		Does the person have special dietary needs?	
CQ.G.1	3	3	QA	If the person has special dietary needs, are staff able to articulate them?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the dietary needs of a person. This includes, but may not be limited to the following DDS policies and procedures: Health and Wellness Standards Policy and the Health and Wellness Standards, and the DSP training Policy and Procedures.
CQ.G.2	3	3	QA	Is all documentation related to the diet consistent and presents a clear understanding of the person's dietary needs?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the dietary needs of a person. This includes, but may not be limited to the following DDS policies and procedures: Health and Wellness Standards Policy and the Health and Wellness Standards, and the DSP training Policy and Procedures.
CQ.J	3	0		Does the person take medications during the time services are being provided by this provider?	

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CQ.J.1	3	3	QA	if the person self-administers medication, is there evidence that an assessment has been completed?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the administration of medication. This includes, but may not be limited to the following DDS policies and procedures: Health and Wellness Standards Policy and the Health and Wellness Standards, and the DSP training Policy and Procedures.
CQ.J.2	3	5	QA	Are the medications safely administered to or by the person?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the administration of medication. This includes, but may not be limited to the following DDS policies and procedures: Health and Wellness Standards Policy and the Health and Wellness Standards, and the DSP training Policy and Procedures.
CQ.J.3	3	5	QA	If medication is administered to the person, is it done by a person trained in medication administration?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the administration of medication. This includes, but may not be limited to the following DDS policies and procedures: Health and Wellness Standards Policy and the Health and Wellness Standards, and the DSP training Policy and Procedures.
CQ.SE.1	3	3	QA	Is the job specialist aware of health related issues that may be impacted by the work the person performs?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to safely supporting a person with employment that does not cause health issues to be problematic. This includes, but may not be limited to the following DDS policies and procedures: Health and Wellness Standards Policy and the Health and Wellness Standards, and the DSP training Policy and Procedures.

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CQ.13	4	3	QA	Does the provider create an environment in which self-advocacy and choice is encouraged, supported and taught?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the Quality Outcomes outlined in the Individual Support Plan policy and procedure for Choice and Decision Making. This includes, but may not be limited to the following DDS policies and procedures: the ISP Policy and procedures, the Waiver Service rules, Human Rights Definitions and the Internal Problem Resolution Policy and Procedure.
CQ.14	4	3	QA	Do the goals/objectives the person is working on match their priorities regarding their hopes, dreams and values?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the Quality Outcomes outlined in the Individual Support Plan policy and procedure for Choice and Decision Making. This includes, but may not be limited to the following DDS policies and procedures: the ISP Policy and procedures, and the Waiver Service rules.
CQ.15	4	1	QA	Is there evidence that the staff assigned to the person is acceptable to the person?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the Quality Outcomes outlined in the Individual Support Plan policy and procedure for Choice and Decision Making. This includes, but may not be limited to the following DDS policies and procedures: the ISP Policy and procedures, the Waiver general Provisions rule, and the Waiver Service rules.
SE.LTFA.2	5	3	QA	Is the person supported to learn skills essential to maintaining employment such as effective use of community resources and transportation systems?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to safely supporting a person with employment that enhances their ability to travel independently to work. This includes, but may not be limited to the following DDS policies and procedures: the ISP Policy and procedures and the Supported Employment Service rule.

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Identifier	Domain	Weight	QA/QI	Indicator	Intent
CQ.LTF A.4	6	3	QA	Are staff able to identify the family and community supports available to the person that assist in maintaining employment?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to safely supporting a person with employment that enhances their ability for success on the job by utilizing all resources available to them. This includes, but may not be limited to the following DDS policies and procedures: the ISP Policy and procedures and the Supported Employment Service rule.
SE.LTF A.3	6	1	QA	Are the staff aware of the supports the individual requires to develop the skills needed to interact with co-workers and are those supports provided?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to safely supporting a person with employment that enhances their ability to maintain employment by teaching them appropriate job related socialization skills. This includes, but may not be limited to the following DDS policies and procedures: the ISP Policy and procedures and the Supported Employment Service rule.
SE.LTF A.4	6	1	QA	Are the staff aware of the supports the individual requires to develop the skills needed to interact with supervisors/management and are those supports provided?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to safely supporting a person with employment that enhances their ability to maintain employment by teaching them appropriate job related socialization skills. This includes, but may not be limited to the following DDS policies and procedures: the ISP Policy and procedures and the Supported Employment Service rule.
CQ.16	7	5	QA	Is the person engaged in productive, outcome oriented activities?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the Quality Outcomes outlined in the Individual Support Plan policy and procedure for Choice and Decision Making. This includes, but may not be limited to the following DDS policies and procedures: the ISP Policy and procedures and the Waiver Service rules.

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Identifier	Domain	Weight	QA/QI	Indicator	Intent
CQ.17	7	3	QA	Did the service provider participate as a member of the interdisciplinary team at the annual ISP meeting?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the creation and implementation of the ISP and IPP. This includes, but may not be limited to the following DDS policies and procedures: the ISP Policy and procedures, the BSP Policy and procedures, and the Waiver Service rules.
CQ.18	7	3	QA	Is a copy of the current ISP and Plan of care maintained by the service provider?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the creation and implementation of the ISP and IPP. This includes, but may not be limited to the following DDS policies and procedures: the ISP Policy and procedures, and the Waiver Services rules.
CQ.19	7	5	QA	Are services being provided in accordance with the waiver prior authorization agreement and in accordance with the ISP?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the implementation of the ISP and IPP. This includes, but may not be limited to the following DDS policies and procedures: the ISP Policy and procedures, and the Waiver Service rules.
CQ.30	7	5	QA	Is progress being documented on the goals/objectives that are outlined in the ISP, as well as any goals/objectives being implemented by the provider?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the implementation of the ISP and IPP. This includes, but may not be limited to the following DDS policies and procedures: the ISP Policy and procedures, and the Waiver Service rules.
CQ.20	7	3	QA	Were quarterly reports written and distributed per DDS policy?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the implementation and monitoring of the ISP and IPP. This includes, but may not be limited to the following DDS policies and procedures: the ISP Policy and procedures, and the Waiver Service rules.

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CQ.21	7	5	QA	Did the quarterly report contain the required information as identified in current guidelines?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the implementation and monitoring of the ISP and IPP. This includes, but may not be limited to the following DDS policies and procedures: the ISP Policy and procedures, and the Waiver Service rules.
CQ.22	7	5	QA	Are staff able to describe the purpose and implementation strategies of each objective?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the implementation of the ISP and IPP. This includes, but may not be limited to the following DDS policies and procedures: the ISP Policy and procedures, the DSP Training Policy and Procedure, and the Waiver Service rules.
CQ.23	7	3	QA	Is the implementation and/or interpretation of objectives and programs consistent between all staff involved?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the implementation of the ISP and IPP. This includes, but may not be limited to the following DDS policies and procedures: the ISP Policy and procedures, the DSP Training Policy and Procedure, and the Waiver Service rules.
CQ.28	7	3	QA	Are the tools and supplies needed to implement the plan available and in working condition?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the implementation of the ISP and IPP. This includes, but may not be limited to the following DDS policies and procedures: the ISP Policy and procedures, the DSP Training Policy and Procedure, and the Waiver Service rules.
CQ.H	7	0		Were there any changes in the circumstances (eligibility, changes in health, ability to make informed decisions, whether goals are consistent with desires, preferences, support community integration), with the person in the past year?	

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CQ.H.1	7	5	QA	If there was a significant event in the person's life, was the interdisciplinary team responsive to the changing needs of the person?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the coordination of services for each person. This includes, but may not be limited to the following DDS policies and procedures: the ISP Policy and procedures, the IMEU Policy and procedures, and the Waiver Service rules.
CQ.H.2	7	3	QA	If there was a significant event in the person's life, did the provider take action to promote the review and revision of the ISP as appropriate?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the coordination of services for each person. This includes, but may not be limited to the following DDS policies and procedures: the ISP Policy and procedures, the IMEU Policy and procedures, and the Waiver Service rules.
CQ.SE.5	7	3	QA	Does the provider maintain service records consistent with the requirements of DDS?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the delivery of services for each person. This includes, but may not be limited to the following DDS policies and procedures: the ISP Policy and procedures, the General Provisions rule and the Waiver Service rules.
CQ.SE.C	7	0		Has the person exceeded the allowed number of units available for the Plan of Care year?	
CQ.SE.C.1	7	3	QA	If the person has exceeded the allowed number of units available, was written justification in support of the additional services submitted to the DDS Service Coordinator for review?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the delivery of services for each person. This includes, but may not be limited to the following DDS policies and procedures: the ISP Policy and procedures and the Waiver Service rules.

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S.1	8			The person is satisfied with their staff.	The intent of this indicator is measure the person's satisfaction with the waiver service provider.
S.2	8			The person is satisfied with the provider.	The intent of this indicator is measure the person's satisfaction with the waiver service provider.
S.3	8			The person is satisfied with how the provider responds to inquiries, needs, wants and concerns.	The intent of this indicator is measure the person's satisfaction with the waiver service provider.
S.4	8			The person feels respected and valued by the provider staff.	The intent of this indicator is measure the person's satisfaction with the waiver service provider.
S.5	8			The person is satisfied with the progress they are making and the support they are given to achieve their life dreams.	The intent of this indicator is measure the person's satisfaction with the waiver service provider.
S.6	8			The person is satisfied with their community presence.	The intent of this indicator is measure the person's satisfaction with the waiver service provider.
S.7	8			The person is satisfied with how changes to service delivery are handled by the provider.	The intent of this indicator is measure the person's satisfaction with the waiver service provider.
S.8	8			The person is satisfied with the amount of support they receive to develop and maintain relationships.	The intent of this indicator is measure the person's satisfaction with the waiver service provider.
S.9	8			The person is satisfied with the amount of support they receive to advocate for their rights.	The intent of this indicator is measure the person's satisfaction with the waiver service provider.
S.10	8			The person is satisfied with the amount of knowledge staff have about them.	The intent of this indicator is measure the person's satisfaction with the waiver service provider.